

# How Do I Listen?

*Read through the kinds of listening activities listed here. Ask someone to talk for a minute or two. Notice what kinds of listening activities your mind does, and check off the boxes as you notice your mind going into these places. Alternately, listen to someone talk, watch your mind wander, and then use this tool afterward to record your observations.*

- Listening to find **connections**. Your mind thinks, “Oh, I remember when that happened to me too!”
- Listening to find a **story of your own** to share. Your mind thinks, “I can tell her about that time that I...”
- Listening but **wanting to jump in** and finish the speaker’s sentence.
- Listening to find a point you **agree or disagree** with.
- Listening to find something you can ask a **clarifying question** about after because you want more information.
- Listening to **understand the other person’s perspective**.
- Listening to ask a **probing question** to elicit the other person’s thinking or build their reflective capacity.
- Listening to **fix it**—to find a way to help or solve a problem, to give advice.
- Listening and **empathizing** with the other person.
- Listening and **judging** the other person—finding fault with what they said or did, evaluating their thoughts.
- Listening to find something you can **critique** or offer a rebuttal.
- Listening and feeling **impatient**, wishing that the other person would stop talking.
- **Faking listening**. Being bored by what the other person is saying. Occasionally nodding or ah-ha-ing but spacing out.
- Listening and feeling **excited, inspired, or moved** by what the other person says.
- Listening for implicit meanings; listening **between the lines**.

Exhibit 7.4. © Elena Aguilar, *The Art of Coaching Teams: Building Resilient Communities that Transform Schools*. Jossey-Bass, 2016.

